Introduction to Conflict Management (ICM)

COURSE NUMBER   FAA01286

For information about this course, contact:
FAA Program Manager: Shepherd Curl
(386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

Introduction to Conflict Management is an introduction to the concept of conflict management. It is designed to build on the managerial competencies identified in the FAA's Managerial Success Profile (MSP). Specifically, ICM covers the theory behind conflict management strategies and the benefits of managing conflict through collaboration.

Methodologies include lecture, discussion, small and large group activities, and self-assessment.

OBJECTIVES

- Recognize his/her conflict management style and the styles of others.

- Employ techniques to proactively approach conflict.

- Practice communicating effectively during conflict situations.

KEY COMPETENCIES

- Building Teamwork and Cooperation
- Interpersonal Relations and Influence

- Communication
- Problem Solving

- Integrity and Honesty

This course may be customized for your organization in a *fee-for-service delivery*. Call **(386) 446-7132** to discuss options.

CLASS SIZE
Variable

LENGTH   4 hours
(Class times may vary)

LOCATION
Customer site or FAA Center for Management and Executive Leadership Palm Coast, Florida

UPCOMING DELIVERIES
This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND
FAA Managers

ENROLLMENT
To arrange a *fee-for-service delivery*, call Shep Curl at (386) 446-7132*.*

PREREQUISITE
None

PRECOURSE
None

RELATED COURSES

Constructive Conflict Management: The Choices We Make (FAA01318)

Frontline Manager Course-Phase 3 (FAA01292)

Labor Management Relations (FAA01205)

Managerial Coaching and Mentoring (FAA01299)

Middle Manager Course (FAA01291)